

2017 City of Columbia DirectionFinder® Survey

Appendix C – Crosstabular Data by Race and Ethnicity

Submitted to

The City of Columbia, MO



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January 2018

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q1-1. Public safety services provided by City (e.g. police & fire services)

Very satisfied	32.3%	15.1%	16.5%	17.1%	11.1%	21.1%	0.0%	16.1%
Satisfied	38.7%	45.7%	31.6%	57.1%	33.3%	47.4%	100.0%	44.9%
Neutral	12.9%	19.1%	32.9%	17.1%	11.1%	15.8%	0.0%	19.8%
Dissatisfied	16.1%	14.2%	10.1%	2.9%	44.4%	5.3%	0.0%	13.4%
Very dissatisfied	0.0%	5.8%	8.9%	5.7%	0.0%	10.5%	0.0%	5.7%

Q1-2. Parks & recreation programs & facilities provided by City

Very satisfied	51.5%	46.3%	33.3%	42.9%	50.0%	31.6%	50.0%	45.5%
Satisfied	33.3%	42.3%	42.0%	48.6%	25.0%	57.9%	50.0%	42.1%
Neutral	12.1%	8.4%	16.0%	8.6%	0.0%	5.3%	0.0%	9.0%
Dissatisfied	3.0%	2.5%	4.9%	0.0%	25.0%	5.3%	0.0%	2.7%
Very dissatisfied	0.0%	0.4%	3.7%	0.0%	0.0%	0.0%	0.0%	0.7%

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q1-3. Condition of City streets (smoothness, absence of cracks/potholes)

Very satisfied	3.0%	3.6%	6.1%	10.8%	0.0%	5.0%	0.0%	4.3%
Satisfied	48.5%	27.7%	19.5%	35.1%	0.0%	20.0%	0.0%	27.2%
Neutral	12.1%	28.1%	30.5%	35.1%	37.5%	35.0%	0.0%	28.1%
Dissatisfied	27.3%	32.6%	32.9%	13.5%	37.5%	35.0%	75.0%	32.1%
Very dissatisfied	9.1%	7.9%	11.0%	5.4%	25.0%	5.0%	25.0%	8.3%

Q1-4. Enforcement of City codes & ordinances

Very satisfied	10.7%	6.6%	6.8%	15.2%	12.5%	7.1%	0.0%	7.4%
Satisfied	39.3%	32.1%	23.3%	42.4%	12.5%	50.0%	50.0%	32.2%
Neutral	39.3%	43.0%	47.9%	36.4%	25.0%	14.3%	50.0%	42.6%
Dissatisfied	10.7%	12.6%	11.0%	6.1%	12.5%	21.4%	0.0%	12.1%
Very dissatisfied	0.0%	5.6%	11.0%	0.0%	37.5%	7.1%	0.0%	5.7%

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q1-5. Quality of customer service you receive from City employees

Very satisfied	22.2%	22.0%	13.7%	13.9%	14.3%	18.8%	50.0%	21.1%
Satisfied	44.4%	47.6%	41.1%	55.6%	0.0%	50.0%	0.0%	47.0%
Neutral	18.5%	23.6%	30.1%	22.2%	57.1%	25.0%	50.0%	24.1%
Dissatisfied	3.7%	4.3%	9.6%	2.8%	14.3%	6.3%	0.0%	4.6%
Very dissatisfied	11.1%	2.6%	5.5%	5.6%	14.3%	0.0%	0.0%	3.2%

Q1-6. Effectiveness of City communication with the public

Very satisfied	10.7%	10.8%	7.6%	14.3%	0.0%	11.1%	0.0%	11.0%
Satisfied	35.7%	39.8%	36.7%	28.6%	12.5%	27.8%	25.0%	38.7%
Neutral	32.1%	29.9%	41.8%	40.0%	37.5%	27.8%	75.0%	31.4%
Dissatisfied	17.9%	14.0%	7.6%	11.4%	37.5%	22.2%	0.0%	13.5%
Very dissatisfied	3.6%	5.4%	6.3%	5.7%	12.5%	11.1%	0.0%	5.3%

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q1-7. Quality of City permitting services for buildings

Very satisfied	10.0%	6.6%	7.3%	14.3%	16.7%	15.4%	0.0%	7.9%
Satisfied	25.0%	24.2%	23.6%	21.4%	50.0%	53.8%	0.0%	24.4%
Neutral	45.0%	46.0%	49.1%	50.0%	0.0%	7.7%	100.0%	45.5%
Dissatisfied	15.0%	13.7%	14.5%	10.7%	16.7%	15.4%	0.0%	13.2%
Very dissatisfied	5.0%	9.5%	5.5%	3.6%	16.7%	7.7%	0.0%	9.1%

Q1-8. City's stormwater runoff/stormwater management system

Very satisfied	22.2%	9.8%	11.8%	20.6%	0.0%	11.8%	0.0%	11.0%
Satisfied	44.4%	38.3%	39.7%	38.2%	33.3%	35.3%	0.0%	38.0%
Neutral	14.8%	32.3%	35.3%	29.4%	16.7%	41.2%	50.0%	31.9%
Dissatisfied	14.8%	14.0%	5.9%	8.8%	16.7%	5.9%	50.0%	13.0%
Very dissatisfied	3.7%	5.7%	7.4%	2.9%	33.3%	5.9%	0.0%	6.0%

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q1-9. Public health services provided by City

Very satisfied	29.2%	15.8%	23.9%	20.7%	0.0%	11.8%	66.7%	17.5%
Satisfied	37.5%	47.3%	41.8%	34.5%	66.7%	58.8%	0.0%	46.4%
Neutral	20.8%	30.6%	26.9%	41.4%	0.0%	17.6%	0.0%	29.5%
Dissatisfied	4.2%	4.4%	6.0%	3.4%	33.3%	11.8%	33.3%	4.7%
Very dissatisfied	8.3%	1.8%	1.5%	0.0%	0.0%	0.0%	0.0%	1.8%

Q1-10. Solid waste services (trash, recycling, etc.)

Very satisfied	37.5%	31.1%	30.0%	21.6%	33.3%	15.0%	50.0%	30.8%
Satisfied	50.0%	49.0%	51.3%	54.1%	44.4%	60.0%	50.0%	49.3%
Neutral	6.3%	9.7%	7.5%	13.5%	11.1%	10.0%	0.0%	9.6%
Dissatisfied	3.1%	7.8%	8.8%	2.7%	11.1%	10.0%	0.0%	7.5%
Very dissatisfied	3.1%	2.3%	2.5%	8.1%	0.0%	5.0%	0.0%	2.7%

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q1-11. City water, electric, & sewer services

Very satisfied	33.3%	24.7%	22.5%	21.6%	44.4%	25.0%	50.0%	25.1%
Satisfied	48.5%	53.3%	48.8%	56.8%	33.3%	45.0%	50.0%	51.9%
Neutral	15.2%	13.8%	15.0%	18.9%	11.1%	20.0%	0.0%	14.3%
Dissatisfied	3.0%	6.1%	11.3%	0.0%	0.0%	10.0%	0.0%	6.4%
Very dissatisfied	0.0%	2.2%	2.5%	2.7%	11.1%	0.0%	0.0%	2.3%

Q1-12. Public transit services (bus)

Very satisfied	11.1%	8.6%	14.5%	20.0%	20.0%	13.3%	0.0%	10.6%
Satisfied	16.7%	20.1%	16.1%	20.0%	20.0%	33.3%	0.0%	19.7%
Neutral	44.4%	42.5%	38.7%	40.0%	0.0%	26.7%	0.0%	41.3%
Dissatisfied	22.2%	18.0%	11.3%	8.0%	20.0%	20.0%	0.0%	16.5%
Very dissatisfied	5.6%	10.7%	19.4%	12.0%	40.0%	6.7%	0.0%	11.9%

Q2. Which FOUR of the major City services listed above in Question 1 do you think are the most important services for the City to provide? (top 4)

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q2. Sum of top 4 choices

Public safety services
provided by City (e.g. police &
fire services)

78.8% 84.6% 65.9% 70.3% 88.9% 65.0% 75.0% 81.6%

Parks & recreation programs &
facilities provided by City

30.3% 33.7% 25.6% 29.7% 11.1% 10.0% 25.0% 32.2%

Condition of City streets
(smoothness, absence of
cracks/potholes)

57.6% 59.0% 53.7% 51.4% 66.7% 50.0% 50.0% 58.4%

Enforcement of City codes &
ordinances

9.1% 15.8% 14.6% 13.5% 44.4% 30.0% 0.0% 16.0%

Quality of customer service
you receive from City
employees

15.2% 5.3% 9.8% 16.2% 11.1% 10.0% 25.0% 6.6%

Effectiveness of City
communication with the public

12.1% 14.9% 7.3% 13.5% 11.1% 15.0% 0.0% 14.0%

Quality of City permitting
services for buildings

6.1% 4.0% 3.7% 2.7% 11.1% 15.0% 0.0% 4.2%

Q2. Which FOUR of the major City services listed above in Question 1 do you think are the most important services for the City to provide? (top 4) (cont.)

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q2. Sum of top 4 choices (cont.)

City's stormwater runoff/ stormwater management system	12.1%	16.2%	11.0%	32.4%	0.0%	10.0%	0.0%	16.1%
Public health services provided by City	33.3%	24.0%	34.1%	29.7%	22.2%	45.0%	50.0%	25.5%
Solid waste services (trash, recycling, etc.)	36.4%	42.3%	29.3%	37.8%	33.3%	10.0%	0.0%	40.0%
City water, electric, & sewer services	63.6%	61.7%	39.0%	54.1%	44.4%	40.0%	50.0%	58.7%
Public transit services (bus)	9.1%	13.6%	20.7%	21.6%	33.3%	25.0%	25.0%	14.4%
None chosen	6.1%	4.4%	14.6%	2.7%	0.0%	15.0%	25.0%	5.9%

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Q3-1. Overall quality of services provided by City of Columbia								
Very satisfied	15.2%	12.2%	13.0%	10.8%	0.0%	11.1%	25.0%	12.5%
Satisfied	69.7%	61.0%	46.8%	62.2%	55.6%	50.0%	75.0%	59.8%
Neutral	12.1%	19.2%	20.8%	24.3%	22.2%	16.7%	0.0%	19.2%
Dissatisfied	3.0%	5.7%	9.1%	2.7%	22.2%	16.7%	0.0%	6.1%
Very dissatisfied	0.0%	1.9%	10.4%	0.0%	0.0%	5.6%	0.0%	2.4%

Q3-2. Overall value that you receive for your City tax & fees

Very satisfied	16.7%	9.2%	6.3%	5.6%	0.0%	10.5%	0.0%	8.9%
Satisfied	36.7%	43.2%	26.6%	30.6%	12.5%	26.3%	25.0%	40.8%
Neutral	20.0%	20.3%	30.4%	36.1%	25.0%	10.5%	50.0%	22.0%
Dissatisfied	10.0%	18.0%	19.0%	16.7%	25.0%	31.6%	0.0%	17.6%
Very dissatisfied	16.7%	9.3%	17.7%	11.1%	37.5%	21.1%	25.0%	10.6%

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q3-3. Overall quality of life in City

Very satisfied	21.2%	21.9%	14.1%	13.5%	33.3%	30.0%	50.0%	21.1%
Satisfied	51.5%	54.2%	43.6%	54.1%	22.2%	35.0%	50.0%	52.8%
Neutral	27.3%	14.4%	24.4%	27.0%	11.1%	20.0%	0.0%	16.0%
Dissatisfied	0.0%	7.7%	15.4%	5.4%	22.2%	15.0%	0.0%	8.3%
Very dissatisfied	0.0%	1.7%	2.6%	0.0%	11.1%	0.0%	0.0%	1.8%

Q3-4. Overall feeling of safety in City

Very satisfied	9.1%	9.4%	9.0%	5.4%	11.1%	20.0%	0.0%	9.4%
Satisfied	39.4%	40.8%	41.0%	59.5%	44.4%	20.0%	75.0%	42.0%
Neutral	21.2%	17.4%	25.6%	21.6%	11.1%	25.0%	25.0%	18.2%
Dissatisfied	27.3%	23.8%	14.1%	8.1%	11.1%	25.0%	0.0%	21.9%
Very dissatisfied	3.0%	8.6%	10.3%	5.4%	22.2%	10.0%	0.0%	8.5%

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q3-5. Local economic conditions

Very satisfied	12.5%	10.8%	10.1%	8.3%	22.2%	10.0%	0.0%	10.6%
Satisfied	43.8%	50.5%	43.0%	44.4%	33.3%	45.0%	50.0%	49.5%
Neutral	34.4%	25.4%	26.6%	36.1%	33.3%	20.0%	25.0%	25.6%
Dissatisfied	9.4%	9.9%	13.9%	11.1%	0.0%	20.0%	25.0%	10.7%
Very dissatisfied	0.0%	3.4%	6.3%	0.0%	11.1%	5.0%	0.0%	3.6%

Q3-6. City efforts to meet its financial needs & maintain a balanced budget

Very satisfied	17.9%	9.7%	5.6%	3.2%	11.1%	15.8%	0.0%	9.3%
Satisfied	17.9%	32.1%	28.2%	32.3%	0.0%	26.3%	50.0%	31.6%
Neutral	39.3%	28.3%	35.2%	38.7%	44.4%	21.1%	0.0%	29.7%
Dissatisfied	14.3%	17.6%	12.7%	9.7%	22.2%	15.8%	50.0%	16.5%
Very dissatisfied	10.7%	12.3%	18.3%	16.1%	22.2%	21.1%	0.0%	12.9%

Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the City: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q4-1. Walking in your neighborhood during the day</u>								
Very safe	63.6%	57.2%	52.5%	61.1%	44.4%	45.0%	50.0%	57.3%
Safe	27.3%	35.0%	30.0%	33.3%	33.3%	40.0%	50.0%	34.0%
Neutral	6.1%	3.9%	11.3%	0.0%	0.0%	10.0%	0.0%	4.5%
Unsafe	0.0%	2.7%	6.3%	0.0%	11.1%	5.0%	0.0%	3.0%
Very unsafe	3.0%	1.2%	0.0%	5.6%	11.1%	0.0%	0.0%	1.2%

Q4-2. Walking in your neighborhood at night

Very safe	21.9%	24.2%	25.0%	30.6%	11.1%	15.8%	25.0%	24.8%
Safe	46.9%	37.6%	35.0%	36.1%	44.4%	26.3%	25.0%	37.2%
Neutral	12.5%	17.7%	13.8%	16.7%	0.0%	26.3%	50.0%	17.6%
Unsafe	15.6%	14.2%	16.3%	11.1%	22.2%	26.3%	0.0%	13.8%
Very unsafe	3.1%	6.2%	10.0%	5.6%	22.2%	5.3%	0.0%	6.6%

Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the City: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Q4-3. In Downtown Columbia during the day								
Very safe	45.5%	41.6%	46.9%	37.8%	25.0%	30.0%	50.0%	42.5%
Safe	33.3%	43.3%	32.1%	37.8%	25.0%	30.0%	50.0%	41.5%
Neutral	6.1%	10.8%	13.6%	18.9%	12.5%	25.0%	0.0%	10.9%
Unsafe	12.1%	3.5%	4.9%	2.7%	12.5%	15.0%	0.0%	3.9%
Very unsafe	3.0%	0.9%	2.5%	2.7%	25.0%	0.0%	0.0%	1.2%

Q4-4. In Downtown Columbia at night

Very safe	9.7%	8.4%	10.1%	6.3%	0.0%	5.6%	0.0%	8.6%
Safe	32.3%	25.9%	21.5%	40.6%	12.5%	33.3%	0.0%	26.7%
Neutral	16.1%	26.9%	30.4%	15.6%	0.0%	22.2%	50.0%	26.7%
Unsafe	25.8%	27.1%	25.3%	21.9%	50.0%	11.1%	50.0%	25.9%
Very unsafe	16.1%	11.7%	12.7%	15.6%	37.5%	27.8%	0.0%	12.1%

Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the City: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q4-5. In City parks

Very safe	15.2%	14.4%	17.9%	9.4%	0.0%	5.3%	25.0%	14.7%
Safe	33.3%	44.4%	37.2%	46.9%	55.6%	57.9%	50.0%	43.7%
Neutral	30.3%	24.5%	20.5%	28.1%	0.0%	21.1%	25.0%	24.1%
Unsafe	15.2%	12.1%	16.7%	6.3%	0.0%	0.0%	0.0%	12.2%
Very unsafe	6.1%	4.7%	7.7%	9.4%	44.4%	15.8%	0.0%	5.3%

Q5. PUBLIC SAFETY CONCERNS. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you think it is that the following will happen to you in the City of Columbia: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q5-1. You will hear gun shots

Very likely	10.0%	18.8%	23.5%	15.2%	77.8%	30.0%	0.0%	18.8%
Likely	30.0%	27.0%	23.5%	18.2%	0.0%	20.0%	25.0%	26.2%
Neutral	13.3%	16.0%	19.8%	12.1%	11.1%	20.0%	0.0%	16.0%
Unlikely	30.0%	23.9%	21.0%	33.3%	0.0%	25.0%	50.0%	24.3%
Very unlikely	16.7%	14.3%	12.3%	21.2%	11.1%	5.0%	25.0%	14.7%

Q5-2. You will be a victim of property crime

Very likely	9.7%	9.6%	13.8%	6.1%	22.2%	10.0%	25.0%	9.9%
Likely	35.5%	29.7%	31.3%	27.3%	55.6%	10.0%	25.0%	29.2%
Neutral	22.6%	27.7%	27.5%	33.3%	11.1%	55.0%	50.0%	28.2%
Unlikely	25.8%	27.6%	21.3%	21.2%	11.1%	20.0%	0.0%	26.7%
Very unlikely	6.5%	5.4%	6.3%	12.1%	0.0%	5.0%	0.0%	6.0%

Q5. PUBLIC SAFETY CONCERNS. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you think it is that the following will happen to you in the City of Columbia: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q5-3. You will be a victim of violent crime

Very likely	0.0%	1.2%	6.7%	0.0%	12.5%	0.0%	0.0%	1.7%
Likely	13.3%	7.3%	4.0%	12.5%	37.5%	0.0%	0.0%	7.2%
Neutral	33.3%	25.1%	29.3%	25.0%	12.5%	57.9%	50.0%	25.8%
Unlikely	33.3%	42.3%	38.7%	34.4%	12.5%	26.3%	25.0%	41.0%
Very unlikely	20.0%	24.1%	21.3%	28.1%	25.0%	15.8%	25.0%	24.2%

Q5-4. You will be a victim of a fire

Very likely	0.0%	0.3%	1.3%	0.0%	11.1%	5.6%	0.0%	0.5%
Likely	0.0%	2.2%	3.9%	0.0%	0.0%	0.0%	0.0%	2.2%
Neutral	33.3%	22.7%	28.6%	15.6%	44.4%	44.4%	25.0%	23.8%
Unlikely	50.0%	48.0%	44.2%	53.1%	44.4%	22.2%	50.0%	47.2%
Very unlikely	16.7%	26.8%	22.1%	31.3%	0.0%	27.8%	25.0%	26.3%

Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q6-1. Police efforts to prevent crime

Very satisfied	13.3%	8.2%	14.9%	18.2%	22.2%	17.6%	50.0%	9.7%
Satisfied	43.3%	37.0%	29.7%	42.4%	22.2%	35.3%	25.0%	36.8%
Neutral	30.0%	27.8%	31.1%	27.3%	22.2%	11.8%	25.0%	28.0%
Dissatisfied	10.0%	18.5%	16.2%	6.1%	22.2%	23.5%	0.0%	17.4%
Very dissatisfied	3.3%	8.5%	8.1%	6.1%	11.1%	11.8%	0.0%	8.2%

Q6-2. How quickly police respond to emergencies

Very satisfied	10.0%	9.5%	18.8%	16.1%	14.3%	17.6%	0.0%	11.0%
Satisfied	40.0%	35.4%	29.0%	45.2%	42.9%	29.4%	66.7%	35.8%
Neutral	25.0%	25.7%	20.3%	35.5%	14.3%	29.4%	33.3%	25.9%
Dissatisfied	25.0%	19.2%	17.4%	0.0%	14.3%	5.9%	0.0%	17.5%
Very dissatisfied	0.0%	10.1%	14.5%	3.2%	14.3%	17.6%	0.0%	9.7%

Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q6-3. Overall quality of local police services

Very satisfied	10.7%	10.1%	9.3%	15.2%	22.2%	22.2%	25.0%	10.9%
Satisfied	53.6%	39.4%	37.3%	51.5%	33.3%	16.7%	50.0%	39.7%
Neutral	21.4%	26.5%	30.7%	27.3%	33.3%	27.8%	0.0%	26.9%
Dissatisfied	10.7%	17.8%	16.0%	6.1%	0.0%	22.2%	25.0%	16.5%
Very dissatisfied	3.6%	6.1%	6.7%	0.0%	11.1%	11.1%	0.0%	6.0%

Q6-4. How quickly fire personnel respond to emergencies

Very satisfied	47.6%	31.0%	34.4%	32.1%	57.1%	37.5%	66.7%	32.2%
Satisfied	42.9%	54.3%	50.0%	42.9%	42.9%	50.0%	33.3%	52.5%
Neutral	9.5%	13.6%	12.5%	25.0%	0.0%	12.5%	0.0%	14.1%
Dissatisfied	0.0%	1.0%	1.6%	0.0%	0.0%	0.0%	0.0%	1.0%
Very dissatisfied	0.0%	0.2%	1.6%	0.0%	0.0%	0.0%	0.0%	0.3%

Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q6-5. Overall quality of City fire protection

Very satisfied	52.2%	30.1%	31.3%	26.7%	62.5%	37.5%	66.7%	31.3%
Satisfied	34.8%	55.2%	52.2%	63.3%	25.0%	43.8%	33.3%	54.0%
Neutral	13.0%	14.1%	11.9%	10.0%	12.5%	18.8%	0.0%	13.8%
Dissatisfied	0.0%	0.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.9%
Very dissatisfied	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%

Q6-6. City's municipal court

Very satisfied	16.7%	9.2%	13.0%	14.3%	33.3%	18.2%	0.0%	10.4%
Satisfied	38.9%	30.8%	35.2%	38.1%	16.7%	54.5%	0.0%	32.3%
Neutral	33.3%	46.2%	37.0%	28.6%	33.3%	27.3%	100.0%	43.6%
Dissatisfied	5.6%	9.2%	9.3%	9.5%	0.0%	0.0%	0.0%	9.0%
Very dissatisfied	5.6%	4.6%	5.6%	9.5%	16.7%	0.0%	0.0%	4.8%

Q7. Which THREE of the public safety services listed above in Question 6 do you think are the most important services for the City to provide? (top 3)

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Police efforts to prevent crime	57.6%	68.9%	56.1%	64.9%	100.0%	50.0%	50.0%	66.6%
How quickly police respond to emergencies	57.6%	70.0%	61.0%	73.0%	66.7%	50.0%	50.0%	68.1%
Overall quality of local police services	30.3%	44.9%	36.6%	37.8%	22.2%	55.0%	75.0%	43.4%
How quickly fire personnel respond to emergencies	39.4%	53.7%	48.8%	59.5%	44.4%	45.0%	50.0%	53.3%
Overall quality of City fire protection	30.3%	24.2%	24.4%	32.4%	33.3%	25.0%	50.0%	24.2%
City's municipal court	9.1%	12.5%	9.8%	8.1%	22.2%	25.0%	25.0%	12.0%
None chosen	21.2%	7.2%	17.1%	5.4%	0.0%	15.0%	0.0%	9.1%

Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Q8-1. Quality of City parks								
Very satisfied	39.4%	48.4%	42.1%	40.0%	55.6%	27.8%	75.0%	47.4%
Satisfied	48.5%	43.1%	42.1%	48.6%	0.0%	55.6%	25.0%	43.0%
Neutral	9.1%	7.1%	11.8%	8.6%	0.0%	11.1%	0.0%	7.9%
Dissatisfied	0.0%	1.0%	2.6%	0.0%	22.2%	5.6%	0.0%	1.1%
Very dissatisfied	3.0%	0.3%	1.3%	2.9%	22.2%	0.0%	0.0%	0.6%

Q8-2. Quality of walking/biking trails in City

Very satisfied	46.9%	53.2%	48.0%	57.1%	33.3%	38.9%	100.0%	52.7%
Satisfied	34.4%	36.4%	29.3%	28.6%	22.2%	50.0%	0.0%	35.4%
Neutral	15.6%	8.8%	16.0%	8.6%	11.1%	11.1%	0.0%	9.4%
Dissatisfied	0.0%	1.1%	5.3%	2.9%	11.1%	0.0%	0.0%	1.6%
Very dissatisfied	3.1%	0.6%	1.3%	2.9%	22.2%	0.0%	0.0%	0.9%

Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q8-3. Quality of outdoor athletic fields

Very satisfied	32.0%	36.3%	45.8%	31.3%	50.0%	35.3%	100.0%	37.4%
Satisfied	44.0%	45.3%	34.7%	56.3%	25.0%	52.9%	0.0%	44.3%
Neutral	20.0%	16.4%	15.3%	12.5%	0.0%	5.9%	0.0%	16.0%
Dissatisfied	4.0%	1.1%	4.2%	0.0%	12.5%	5.9%	0.0%	1.3%
Very dissatisfied	0.0%	0.9%	0.0%	0.0%	12.5%	0.0%	0.0%	0.9%

Q8-4. Quality of recreation programs & classes

Very satisfied	25.0%	33.2%	35.8%	30.8%	42.9%	23.5%	50.0%	33.0%
Satisfied	50.0%	45.6%	31.3%	46.2%	14.3%	52.9%	50.0%	44.2%
Neutral	20.8%	17.8%	29.9%	23.1%	0.0%	17.6%	0.0%	19.3%
Dissatisfied	0.0%	2.7%	1.5%	0.0%	28.6%	0.0%	0.0%	2.7%
Very dissatisfied	4.2%	0.7%	1.5%	0.0%	14.3%	5.9%	0.0%	0.8%

Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q8-5. Availability of information about City parks & recreation programs

Very satisfied	20.0%	33.1%	36.8%	25.0%	22.2%	27.8%	50.0%	32.6%
Satisfied	63.3%	44.6%	39.5%	37.5%	33.3%	50.0%	25.0%	44.4%
Neutral	13.3%	15.1%	21.1%	28.1%	22.2%	22.2%	25.0%	16.0%
Dissatisfied	0.0%	5.9%	2.6%	9.4%	0.0%	0.0%	0.0%	5.6%
Very dissatisfied	3.3%	1.2%	0.0%	0.0%	22.2%	0.0%	0.0%	1.4%

Q8-6. City pools & aquatic facilities

Very satisfied	30.4%	26.7%	31.3%	28.0%	42.9%	20.0%	33.3%	27.3%
Satisfied	34.8%	39.2%	44.8%	32.0%	14.3%	46.7%	33.3%	39.5%
Neutral	17.4%	24.8%	16.4%	28.0%	14.3%	20.0%	33.3%	23.7%
Dissatisfied	13.0%	6.9%	6.0%	8.0%	14.3%	13.3%	0.0%	7.0%
Very dissatisfied	4.3%	2.3%	1.5%	4.0%	14.3%	0.0%	0.0%	2.5%

Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q8-7. Amount of land acquired to preserve open space/protect environment

Very satisfied	42.9%	28.0%	27.4%	21.9%	37.5%	35.3%	50.0%	28.3%
Satisfied	32.1%	39.4%	34.2%	46.9%	25.0%	23.5%	25.0%	38.5%
Neutral	21.4%	19.3%	24.7%	18.8%	0.0%	17.6%	25.0%	19.7%
Dissatisfied	3.6%	8.2%	9.6%	0.0%	0.0%	11.8%	0.0%	8.2%
Very dissatisfied	0.0%	5.2%	4.1%	12.5%	37.5%	11.8%	0.0%	5.3%

Q9. Which TWO of the parks and recreation services listed above in Question 8 do you think are the most important services for the City to provide? (top 2)

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q9. Sum of top 2 choices</u>								
Quality of City parks	60.6%	68.1%	48.8%	73.0%	77.8%	60.0%	100.0%	66.1%
Quality of walking/biking trails in City	48.5%	48.4%	40.2%	45.9%	66.7%	45.0%	50.0%	47.2%
Quality of outdoor athletic fields	6.1%	14.2%	4.9%	10.8%	11.1%	5.0%	25.0%	12.6%
Quality of recreation programs & classes	21.2%	13.1%	19.5%	13.5%	22.2%	10.0%	25.0%	14.0%
Availability of information about City parks & recreation programs	15.2%	7.3%	8.5%	13.5%	0.0%	5.0%	0.0%	7.9%
City pools & aquatic facilities	6.1%	10.0%	12.2%	8.1%	0.0%	10.0%	0.0%	9.9%
Amount of land acquired to preserve open space/protect environment	0.0%	20.4%	13.4%	24.3%	0.0%	25.0%	0.0%	19.4%
None chosen	18.2%	8.5%	23.2%	5.4%	11.1%	20.0%	0.0%	10.5%

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q10-1. City maintenance & repair services for major City streets

Very satisfied	3.3%	5.1%	7.4%	19.4%	0.0%	10.0%	0.0%	5.8%
Satisfied	66.7%	39.8%	42.0%	33.3%	22.2%	25.0%	0.0%	39.6%
Neutral	10.0%	23.1%	19.8%	25.0%	11.1%	30.0%	25.0%	23.1%
Dissatisfied	13.3%	24.8%	28.4%	19.4%	44.4%	20.0%	25.0%	24.5%
Very dissatisfied	6.7%	7.2%	2.5%	2.8%	22.2%	15.0%	50.0%	7.0%

Q10-2. City maintenance & repair services for streets in your neighborhood

Very satisfied	9.4%	7.5%	12.2%	13.9%	0.0%	15.0%	0.0%	8.3%
Satisfied	53.1%	40.6%	39.0%	41.7%	44.4%	25.0%	33.3%	40.0%
Neutral	15.6%	22.5%	24.4%	19.4%	0.0%	25.0%	0.0%	22.5%
Dissatisfied	15.6%	21.7%	14.6%	16.7%	22.2%	20.0%	33.3%	20.9%
Very dissatisfied	6.3%	7.7%	9.8%	8.3%	33.3%	15.0%	33.3%	8.2%

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q10-3. Snow removal on major City streets

Very satisfied	12.9%	11.2%	13.9%	18.2%	12.5%	21.1%	25.0%	12.2%
Satisfied	61.3%	54.0%	51.9%	42.4%	75.0%	42.1%	25.0%	52.6%
Neutral	12.9%	17.6%	16.5%	24.2%	0.0%	15.8%	0.0%	17.9%
Dissatisfied	6.5%	10.1%	10.1%	9.1%	0.0%	5.3%	25.0%	9.9%
Very dissatisfied	6.5%	7.1%	7.6%	6.1%	12.5%	15.8%	25.0%	7.4%

Q10-4. Snow removal on neighborhood streets

Very satisfied	3.2%	4.6%	9.1%	11.8%	12.5%	16.7%	0.0%	5.5%
Satisfied	38.7%	24.4%	22.1%	23.5%	50.0%	27.8%	0.0%	24.8%
Neutral	25.8%	21.4%	19.5%	17.6%	0.0%	11.1%	50.0%	21.4%
Dissatisfied	19.4%	29.8%	29.9%	20.6%	0.0%	22.2%	25.0%	28.8%
Very dissatisfied	12.9%	19.8%	19.5%	26.5%	37.5%	22.2%	25.0%	19.5%

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q10-5. City street cleaning services

Very satisfied	3.6%	8.9%	10.3%	17.6%	22.2%	20.0%	25.0%	9.7%
Satisfied	64.3%	43.1%	42.6%	35.3%	33.3%	35.0%	75.0%	42.9%
Neutral	14.3%	32.0%	32.4%	32.4%	22.2%	35.0%	0.0%	31.8%
Dissatisfied	17.9%	11.7%	13.2%	5.9%	22.2%	5.0%	0.0%	11.5%
Very dissatisfied	0.0%	4.2%	1.5%	8.8%	0.0%	5.0%	0.0%	4.0%

Q10-6. Condition of sidewalks adjacent to City streets

Very satisfied	9.4%	5.8%	12.5%	8.1%	0.0%	15.8%	0.0%	6.9%
Satisfied	62.5%	41.3%	43.8%	27.0%	25.0%	26.3%	75.0%	40.6%
Neutral	18.8%	29.0%	25.0%	29.7%	12.5%	26.3%	25.0%	28.8%
Dissatisfied	6.3%	19.4%	13.8%	27.0%	50.0%	26.3%	0.0%	18.9%
Very dissatisfied	3.1%	4.6%	5.0%	8.1%	12.5%	5.3%	0.0%	4.7%

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q10-7. Availability of sidewalks in City

Very satisfied	9.1%	8.3%	15.2%	10.8%	0.0%	26.3%	0.0%	9.6%
Satisfied	54.5%	42.8%	39.2%	29.7%	62.5%	31.6%	75.0%	41.7%
Neutral	15.2%	24.4%	22.8%	21.6%	0.0%	21.1%	25.0%	23.9%
Dissatisfied	12.1%	18.0%	15.2%	29.7%	25.0%	10.5%	0.0%	17.9%
Very dissatisfied	9.1%	6.5%	7.6%	8.1%	12.5%	10.5%	0.0%	6.9%

Q10-8. Condition of pavement markings

Very satisfied	12.1%	4.8%	10.3%	8.1%	0.0%	10.0%	0.0%	6.0%
Satisfied	36.4%	34.2%	30.8%	32.4%	44.4%	35.0%	25.0%	33.3%
Neutral	36.4%	28.8%	37.2%	35.1%	33.3%	25.0%	50.0%	30.1%
Dissatisfied	9.1%	22.4%	15.4%	21.6%	0.0%	15.0%	0.0%	20.9%
Very dissatisfied	6.1%	9.8%	6.4%	2.7%	22.2%	15.0%	25.0%	9.6%

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q10-9. Mowing/trimming of public areas along City streets

Very satisfied	12.1%	9.3%	12.8%	21.6%	11.1%	35.0%	25.0%	10.8%
Satisfied	60.6%	55.4%	51.3%	37.8%	66.7%	40.0%	50.0%	54.0%
Neutral	21.2%	24.4%	23.1%	35.1%	0.0%	20.0%	25.0%	24.5%
Dissatisfied	0.0%	7.3%	9.0%	0.0%	0.0%	5.0%	0.0%	6.9%
Very dissatisfied	6.1%	3.6%	3.8%	5.4%	22.2%	0.0%	0.0%	3.8%

Q10-10. Traffic roundabouts located throughout Columbia

Very satisfied	9.1%	18.1%	16.3%	22.2%	0.0%	15.0%	25.0%	17.9%
Satisfied	51.5%	38.3%	23.8%	33.3%	25.0%	35.0%	50.0%	36.8%
Neutral	12.1%	18.7%	16.3%	13.9%	0.0%	30.0%	0.0%	18.5%
Dissatisfied	9.1%	11.4%	12.5%	13.9%	37.5%	5.0%	0.0%	11.4%
Very dissatisfied	18.2%	13.6%	31.3%	16.7%	37.5%	15.0%	25.0%	15.3%

Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide? (top 3)

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q11. Sum of top 3 choices

City maintenance & repair services for major City streets	63.6%	76.5%	63.4%	70.3%	66.7%	60.0%	100.0%	74.5%
City maintenance & repair services for streets in your neighborhood	36.4%	41.6%	32.9%	37.8%	44.4%	35.0%	25.0%	40.4%
Snow removal on major City streets	36.4%	48.4%	40.2%	48.6%	33.3%	20.0%	75.0%	46.5%
Snow removal on neighborhood streets	39.4%	24.4%	24.4%	32.4%	33.3%	30.0%	25.0%	24.8%
City street cleaning services	3.0%	6.3%	8.5%	16.2%	11.1%	25.0%	0.0%	7.3%
Condition of sidewalks adjacent to City streets	18.2%	15.8%	11.0%	13.5%	22.2%	20.0%	0.0%	15.5%
Availability of sidewalks in City	27.3%	22.1%	18.3%	27.0%	33.3%	25.0%	50.0%	21.9%
Condition of pavement markings	12.1%	16.9%	12.2%	8.1%	11.1%	5.0%	25.0%	15.6%

Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide? (top 3) (cont.)

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q11. Sum of top 3 choices (cont.)

Mowing/trimming of public areas along City streets	6.1%	4.0%	4.9%	2.7%	0.0%	0.0%	0.0%	4.0%
Traffic roundabouts located throughout Columbia	6.1%	8.2%	12.2%	18.9%	11.1%	15.0%	0.0%	8.7%
None chosen	15.2%	10.9%	20.7%	5.4%	11.1%	15.0%	0.0%	12.1%

Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q12-1. Maintenance of residential property</u>								
Very satisfied	12.0%	10.0%	12.7%	12.9%	0.0%	0.0%	25.0%	10.2%
Satisfied	52.0%	46.5%	40.8%	51.6%	37.5%	50.0%	50.0%	46.2%
Neutral	28.0%	29.8%	33.8%	32.3%	12.5%	37.5%	0.0%	30.4%
Dissatisfied	8.0%	10.6%	11.3%	3.2%	37.5%	12.5%	25.0%	10.4%
Very dissatisfied	0.0%	3.1%	1.4%	0.0%	12.5%	0.0%	0.0%	2.8%

Q12-2. Enforcement of residential building codes

Very satisfied	13.0%	8.6%	7.9%	10.7%	14.3%	0.0%	0.0%	8.5%
Satisfied	47.8%	41.8%	27.0%	50.0%	28.6%	57.1%	50.0%	40.9%
Neutral	30.4%	37.3%	41.3%	32.1%	14.3%	42.9%	0.0%	37.3%
Dissatisfied	4.3%	8.4%	19.0%	7.1%	28.6%	0.0%	50.0%	9.3%
Very dissatisfied	4.3%	3.9%	4.8%	0.0%	14.3%	0.0%	0.0%	4.0%

Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q12-3. Maintenance of business property

Very satisfied	12.5%	8.9%	13.0%	7.1%	0.0%	0.0%	25.0%	9.3%
Satisfied	45.8%	46.1%	27.5%	53.6%	50.0%	38.5%	25.0%	44.2%
Neutral	29.2%	35.5%	44.9%	35.7%	12.5%	38.5%	25.0%	36.2%
Dissatisfied	8.3%	8.2%	14.5%	3.6%	12.5%	23.1%	25.0%	8.7%
Very dissatisfied	4.2%	1.3%	0.0%	0.0%	25.0%	0.0%	0.0%	1.6%

Q12-4. Enforcement of business building codes

Very satisfied	9.5%	7.3%	10.0%	9.1%	0.0%	0.0%	0.0%	7.7%
Satisfied	47.6%	36.1%	20.0%	45.5%	28.6%	41.7%	50.0%	35.1%
Neutral	28.6%	39.9%	46.7%	40.9%	28.6%	41.7%	0.0%	39.9%
Dissatisfied	9.5%	11.5%	16.7%	4.5%	14.3%	16.7%	50.0%	11.9%
Very dissatisfied	4.8%	5.1%	6.7%	0.0%	28.6%	0.0%	0.0%	5.5%

Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q12-5. Parking on neighborhood streets

Very satisfied	6.7%	6.7%	9.6%	8.6%	0.0%	0.0%	66.7%	7.1%
Satisfied	50.0%	38.6%	28.8%	54.3%	55.6%	47.1%	33.3%	38.6%
Neutral	30.0%	31.4%	34.2%	34.3%	0.0%	35.3%	0.0%	31.2%
Dissatisfied	10.0%	18.8%	23.3%	0.0%	22.2%	11.8%	0.0%	18.1%
Very dissatisfied	3.3%	4.6%	4.1%	2.9%	22.2%	5.9%	0.0%	5.0%

Q12-6. Clean-up of trash & litter

Very satisfied	9.7%	8.7%	8.3%	11.4%	0.0%	0.0%	50.0%	8.8%
Satisfied	48.4%	42.8%	38.9%	42.9%	50.0%	55.6%	50.0%	43.3%
Neutral	19.4%	25.0%	31.9%	31.4%	12.5%	16.7%	0.0%	25.2%
Dissatisfied	19.4%	18.3%	16.7%	11.4%	12.5%	16.7%	0.0%	17.3%
Very dissatisfied	3.2%	5.2%	4.2%	2.9%	25.0%	11.1%	0.0%	5.4%

Q13. Which THREE of the code enforcement items listed above in Question 12 do you think are the most important services for the City to provide? (top 3)

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Maintenance of residential property	33.3%	51.2%	48.8%	48.6%	66.7%	55.0%	75.0%	50.1%
Enforcement of residential building codes	42.4%	37.0%	40.2%	40.5%	33.3%	20.0%	25.0%	37.2%
Maintenance of business property	45.5%	36.4%	35.4%	43.2%	44.4%	30.0%	75.0%	36.8%
Enforcement of business building codes	21.2%	32.7%	20.7%	21.6%	44.4%	25.0%	25.0%	30.2%
Parking on neighborhood streets	30.3%	31.7%	23.2%	40.5%	11.1%	30.0%	0.0%	31.3%
Clean-up of trash & litter	60.6%	58.5%	43.9%	64.9%	33.3%	65.0%	100.0%	57.5%
None chosen	15.2%	15.9%	23.2%	10.8%	22.2%	25.0%	0.0%	16.7%

Q13. Sum of top 3 choices

Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q14-1. Columbia City government is democratic & representative</u>								
Strongly agree	7.7%	8.9%	7.1%	10.0%	0.0%	15.8%	0.0%	9.0%
Agree	46.2%	37.8%	22.9%	30.0%	16.7%	15.8%	50.0%	35.9%
Neutral	26.9%	26.8%	34.3%	33.3%	33.3%	31.6%	50.0%	27.7%
Disagree	11.5%	15.9%	20.0%	10.0%	16.7%	10.5%	0.0%	16.1%
Strongly disagree	7.7%	10.7%	15.7%	16.7%	33.3%	26.3%	0.0%	11.3%

Q14-2. Columbia City government is transparent

Strongly agree	11.5%	6.5%	6.9%	11.1%	0.0%	11.1%	0.0%	6.9%
Agree	34.6%	28.0%	18.1%	22.2%	0.0%	22.2%	0.0%	27.0%
Neutral	34.6%	27.9%	38.9%	22.2%	16.7%	33.3%	33.3%	29.1%
Disagree	11.5%	25.9%	16.7%	29.6%	33.3%	11.1%	66.7%	24.5%
Strongly disagree	7.7%	11.8%	19.4%	14.8%	50.0%	22.2%	0.0%	12.5%

Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q14-3. Columbia City government is efficient</u>								
Strongly agree	7.1%	4.9%	5.6%	10.0%	0.0%	11.1%	0.0%	5.4%
Agree	28.6%	21.3%	21.1%	16.7%	0.0%	22.2%	25.0%	21.4%
Neutral	28.6%	33.1%	29.6%	43.3%	0.0%	22.2%	25.0%	33.2%
Disagree	25.0%	24.8%	25.4%	10.0%	50.0%	16.7%	25.0%	23.6%
Strongly disagree	10.7%	15.9%	18.3%	20.0%	50.0%	27.8%	25.0%	16.3%

Q14-4. Columbia City government is innovative

Strongly agree	7.4%	6.7%	7.1%	9.7%	0.0%	11.1%	0.0%	6.9%
Agree	33.3%	26.6%	14.3%	22.6%	16.7%	11.1%	25.0%	25.7%
Neutral	48.1%	35.5%	45.7%	35.5%	16.7%	44.4%	50.0%	36.5%
Disagree	7.4%	20.6%	15.7%	19.4%	16.7%	16.7%	25.0%	19.5%
Strongly disagree	3.7%	10.6%	17.1%	12.9%	50.0%	16.7%	0.0%	11.3%

Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q14-5. Columbia City government values diversity

Strongly agree	8.0%	13.1%	12.9%	13.8%	0.0%	12.5%	0.0%	13.3%
Agree	44.0%	42.2%	21.4%	27.6%	14.3%	18.8%	50.0%	39.1%
Neutral	40.0%	27.2%	42.9%	34.5%	14.3%	37.5%	50.0%	29.6%
Disagree	4.0%	11.8%	12.9%	13.8%	14.3%	12.5%	0.0%	11.6%
Strongly disagree	4.0%	5.7%	10.0%	10.3%	57.1%	18.8%	0.0%	6.4%

Q14-6. Columbia City employees are ethical & honest

Strongly agree	7.7%	11.0%	10.1%	9.7%	16.7%	11.1%	0.0%	10.8%
Agree	46.2%	43.9%	21.7%	38.7%	0.0%	22.2%	50.0%	41.3%
Neutral	26.9%	31.3%	46.4%	29.0%	0.0%	33.3%	25.0%	32.3%
Disagree	11.5%	8.0%	10.1%	12.9%	33.3%	16.7%	25.0%	8.7%
Strongly disagree	7.7%	5.9%	11.6%	9.7%	50.0%	16.7%	0.0%	6.8%

Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q14-7. Columbia government leaders listen to what citizens have to say

Strongly agree	3.8%	7.7%	8.7%	7.1%	0.0%	11.8%	0.0%	7.8%
Agree	23.1%	26.7%	17.4%	21.4%	0.0%	23.5%	0.0%	25.4%
Neutral	42.3%	27.9%	42.0%	28.6%	0.0%	35.3%	66.7%	29.7%
Disagree	15.4%	21.8%	18.8%	14.3%	33.3%	11.8%	33.3%	20.8%
Strongly disagree	15.4%	15.9%	13.0%	28.6%	66.7%	17.6%	0.0%	16.2%

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q15-1. Columbia is a great place to live, work, learn & play

Strongly agree	37.5%	30.5%	26.3%	32.4%	33.3%	26.3%	25.0%	30.1%
Agree	46.9%	49.6%	43.8%	43.2%	44.4%	47.4%	50.0%	48.5%
Neutral	12.5%	13.1%	20.0%	21.6%	0.0%	5.3%	25.0%	14.1%
Disagree	3.1%	4.6%	5.0%	0.0%	0.0%	15.8%	0.0%	4.8%
Strongly disagree	0.0%	2.2%	5.0%	2.7%	22.2%	5.3%	0.0%	2.5%

Q15-2. Columbia is a place where I can thrive

Strongly agree	37.5%	25.5%	17.5%	21.6%	33.3%	21.1%	75.0%	24.8%
Agree	37.5%	45.2%	43.8%	35.1%	11.1%	36.8%	0.0%	44.4%
Neutral	21.9%	18.6%	21.3%	37.8%	22.2%	15.8%	25.0%	19.3%
Disagree	3.1%	8.5%	10.0%	2.7%	11.1%	21.1%	0.0%	8.7%
Strongly disagree	0.0%	2.2%	7.5%	2.7%	22.2%	5.3%	0.0%	2.8%

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q15-3. I earn a living wage that allows me to meet basic needs for housing, food, & utilities without assistance from others

Strongly agree	41.9%	36.5%	35.9%	27.0%	37.5%	33.3%	25.0%	35.9%
Agree	38.7%	39.6%	34.6%	54.1%	25.0%	27.8%	50.0%	39.7%
Neutral	9.7%	11.8%	9.0%	10.8%	0.0%	16.7%	0.0%	11.8%
Disagree	9.7%	7.7%	12.8%	5.4%	0.0%	5.6%	25.0%	8.1%
Strongly disagree	0.0%	4.5%	7.7%	2.7%	37.5%	16.7%	0.0%	4.5%

Q15-4. I take advantage of water/light energy efficiency programs to manage my home energy use

Strongly agree	30.8%	17.0%	17.3%	13.8%	14.3%	14.3%	0.0%	17.0%
Agree	34.6%	30.4%	24.0%	34.5%	14.3%	35.7%	66.7%	29.7%
Neutral	11.5%	28.3%	28.0%	37.9%	28.6%	35.7%	0.0%	28.2%
Disagree	11.5%	16.5%	18.7%	10.3%	28.6%	7.1%	0.0%	16.6%
Strongly disagree	11.5%	7.8%	12.0%	3.4%	14.3%	7.1%	33.3%	8.5%

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q15-5. Columbia has jobs for which I am qualified</u>								
Strongly agree	41.4%	30.2%	29.7%	25.0%	57.1%	11.8%	50.0%	30.4%
Agree	37.9%	45.5%	36.5%	47.2%	14.3%	52.9%	25.0%	44.0%
Neutral	13.8%	17.3%	20.3%	22.2%	14.3%	17.6%	25.0%	18.2%
Disagree	6.9%	4.6%	6.8%	5.6%	0.0%	5.9%	0.0%	4.8%
Strongly disagree	0.0%	2.4%	6.8%	0.0%	14.3%	11.8%	0.0%	2.6%

Q15-6. Columbia has job opportunities that would allow me to advance myself in my field

Strongly agree	39.3%	22.5%	20.3%	19.4%	42.9%	17.6%	33.3%	22.8%
Agree	35.7%	34.4%	20.3%	33.3%	28.6%	11.8%	33.3%	32.7%
Neutral	14.3%	24.5%	32.4%	30.6%	14.3%	29.4%	33.3%	25.3%
Disagree	7.1%	13.5%	13.5%	13.9%	0.0%	29.4%	0.0%	13.3%
Strongly disagree	3.6%	5.2%	13.5%	2.8%	14.3%	11.8%	0.0%	5.9%

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q15-7. Columbia offers opportunities to help people who want to start their own businesses

Strongly agree	36.4%	18.6%	23.0%	31.8%	20.0%	21.4%	0.0%	20.1%
Agree	45.5%	39.0%	26.2%	31.8%	20.0%	28.6%	100.0%	37.3%
Neutral	13.6%	30.1%	26.2%	22.7%	40.0%	21.4%	0.0%	28.9%
Disagree	4.5%	7.5%	14.8%	9.1%	0.0%	21.4%	0.0%	8.6%
Strongly disagree	0.0%	4.8%	9.8%	4.5%	20.0%	7.1%	0.0%	5.0%

Q15-8. There are opportunities for women to go into business for themselves & be successful

Strongly agree	22.2%	20.0%	30.2%	26.1%	20.0%	25.0%	0.0%	21.4%
Agree	38.9%	44.8%	31.7%	47.8%	40.0%	25.0%	100.0%	43.2%
Neutral	38.9%	27.3%	27.0%	17.4%	20.0%	16.7%	0.0%	27.0%
Disagree	0.0%	4.9%	7.9%	4.3%	0.0%	25.0%	0.0%	5.6%
Strongly disagree	0.0%	3.1%	3.2%	4.3%	20.0%	8.3%	0.0%	2.9%

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q15-9. There are opportunities for minorities to go into business for themselves & be successful

Strongly agree	16.7%	17.5%	22.6%	20.8%	20.0%	20.0%	0.0%	18.2%
Agree	44.4%	39.9%	24.2%	37.5%	40.0%	20.0%	100.0%	38.1%
Neutral	22.2%	29.2%	33.9%	20.8%	20.0%	20.0%	0.0%	29.1%
Disagree	11.1%	8.3%	12.9%	12.5%	0.0%	26.7%	0.0%	9.5%
Strongly disagree	5.6%	5.1%	6.5%	8.3%	20.0%	13.3%	0.0%	5.1%

Q16. When you are sick or need advice about your health, where do you usually go?

N=850	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q16. Where do you usually go when you are sick or need advice about your health</u>								
A doctor's office	72.7%	80.9%	81.7%	73.0%	44.4%	60.0%	100.0%	79.4%
An urgent care center	57.6%	52.9%	43.9%	48.6%	44.4%	50.0%	50.0%	50.7%
A hospital emergency room	30.3%	19.7%	24.4%	35.1%	33.3%	25.0%	25.0%	20.4%
No usual place	6.1%	4.9%	6.1%	10.8%	11.1%	5.0%	0.0%	5.5%
Other	3.0%	6.7%	6.1%	5.4%	44.4%	35.0%	0.0%	7.4%

Q17. Was there a time in the past 12 months when you needed medical care, but could not get it? (without "not provided")

N=850	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q17. Was there a time in the past 12 months when you needed medical care, but could not get it</u>								
Yes	9.1%	6.0%	5.1%	10.8%	22.2%	10.0%	0.0%	6.5%
No	90.9%	94.0%	94.9%	89.2%	77.8%	90.0%	100.0%	93.5%

Q17a. (If YES to Question 17) What was the main reason you could not get medical care? (without "not provided")

N=54

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	

Q17a. What was the main reason you could not get medical care

Cost or no insurance	100.0%	48.7%	50.0%	25.0%	50.0%	50.0%	46.2%
Office wasn't open when I could get there	0.0%	10.3%	25.0%	25.0%	0.0%	50.0%	13.5%
Too long a wait in the waiting room	0.0%	2.6%	25.0%	25.0%	0.0%	0.0%	5.8%
No transportation	0.0%	5.1%	0.0%	0.0%	50.0%	0.0%	5.8%
Distance from medical provider	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%
Too long a wait for an appointment	0.0%	33.3%	0.0%	25.0%	0.0%	0.0%	26.9%

Q18. Was there any time in the past 12 months when you were not able to meet your basic needs, such as paying for food, housing or utilities? (without "not provided")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q18. Was there any time in the past 12 months when you were not able to meet your basic needs

Yes	9.1%	6.7%	20.5%	5.6%	11.1%	15.0%	25.0%	7.9%
No	90.9%	93.3%	79.5%	94.4%	88.9%	85.0%	75.0%	92.1%

Q19. During the past month, on average, how many times did you engage in physical activities or exercise each week? (without "not provided")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q19. How many times on average did you engage in physical activities or exercise each week during past month

0 time	6.3%	6.7%	10.3%	8.3%	12.5%	5.3%	0.0%	7.3%
1 or 2 times	25.0%	33.2%	32.1%	33.3%	37.5%	42.1%	50.0%	33.0%
3+ times	68.8%	60.1%	57.7%	58.3%	50.0%	52.6%	50.0%	59.6%

Q20. During the past month, how many times per day (on average) did you eat bawit and or vegetables? (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q20. How many times per day did you eat fruit and/or vegetables during past month

Four or more times per day	43.3%	36.9%	43.1%	54.3%	37.5%	41.2%	0.0%	38.5%
Less than five or more times per day	56.7%	61.9%	56.9%	40.0%	62.5%	58.8%	100.0%	60.2%
Never	0.0%	1.3%	0.0%	5.7%	0.0%	0.0%	0.0%	1.3%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-1. Crime, drugs, or violence

Major problem	22.6%	12.9%	18.9%	11.8%	33.3%	30.0%	0.0%	13.6%
Moderate problem	16.1%	21.9%	21.6%	11.8%	22.2%	20.0%	0.0%	21.3%
Minor problem	22.6%	27.1%	32.4%	20.6%	22.2%	25.0%	75.0%	27.7%
Not a problem	38.7%	38.2%	27.0%	55.9%	22.2%	25.0%	25.0%	37.3%

Q21-2. Unemployment

Major problem	3.8%	3.7%	14.9%	7.1%	25.0%	11.8%	0.0%	4.8%
Moderate problem	15.4%	12.1%	16.4%	14.3%	25.0%	17.6%	0.0%	12.9%
Minor problem	23.1%	26.0%	25.4%	17.9%	0.0%	41.2%	0.0%	26.0%
Not a problem	57.7%	58.2%	43.3%	60.7%	50.0%	29.4%	100.0%	56.2%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-3. Homelessness

Major problem	17.9%	7.0%	18.8%	5.9%	14.3%	21.1%	0.0%	8.6%
Moderate problem	7.1%	11.6%	10.1%	2.9%	28.6%	21.1%	0.0%	11.1%
Minor problem	3.6%	16.6%	17.4%	20.6%	14.3%	26.3%	0.0%	17.0%
Not a problem	71.4%	64.7%	53.6%	70.6%	42.9%	31.6%	100.0%	63.3%

Q21-4. Public schools not providing quality education

Major problem	16.0%	5.9%	8.6%	10.0%	33.3%	20.0%	0.0%	7.0%
Moderate problem	12.0%	11.8%	21.4%	6.7%	16.7%	15.0%	25.0%	12.8%
Minor problem	12.0%	17.1%	17.1%	16.7%	0.0%	15.0%	25.0%	16.9%
Not a problem	60.0%	65.2%	52.9%	66.7%	50.0%	50.0%	50.0%	63.3%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-5. Lack of cultural activities

Major problem	3.6%	2.3%	4.4%	6.3%	28.6%	15.8%	0.0%	3.2%
Moderate problem	17.9%	7.7%	17.6%	12.5%	0.0%	10.5%	0.0%	9.5%
Minor problem	21.4%	19.9%	19.1%	18.8%	14.3%	21.1%	0.0%	19.9%
Not a problem	57.1%	70.0%	58.8%	62.5%	57.1%	52.6%	100.0%	67.4%

Q21-6. Lack of recreational activities

Major problem	3.4%	1.6%	6.9%	8.8%	14.3%	0.0%	0.0%	2.3%
Moderate problem	6.9%	5.9%	11.1%	8.8%	14.3%	5.0%	0.0%	7.0%
Minor problem	20.7%	15.2%	15.3%	14.7%	0.0%	20.0%	25.0%	15.7%
Not a problem	69.0%	77.3%	66.7%	67.6%	71.4%	75.0%	75.0%	75.0%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-7. Lack of affordable, quality child care

Major problem	31.8%	13.8%	25.9%	16.0%	60.0%	26.7%	0.0%	15.6%
Moderate problem	9.1%	16.5%	13.0%	8.0%	20.0%	26.7%	50.0%	16.0%
Minor problem	13.6%	19.2%	22.2%	16.0%	20.0%	13.3%	0.0%	19.7%
Not a problem	45.5%	50.5%	38.9%	60.0%	0.0%	33.3%	50.0%	48.8%

Q21-8. Abandoned or run-down buildings

Major problem	3.3%	2.1%	6.8%	3.0%	25.0%	0.0%	0.0%	2.7%
Moderate problem	3.3%	6.9%	9.6%	0.0%	12.5%	16.7%	0.0%	6.6%
Minor problem	10.0%	20.7%	23.3%	21.2%	12.5%	27.8%	33.3%	21.1%
Not a problem	83.3%	70.3%	60.3%	75.8%	50.0%	55.6%	66.7%	69.7%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-9. Unsupervised children or teenagers

Major problem	13.8%	7.3%	15.3%	6.1%	22.2%	10.5%	0.0%	8.2%
Moderate problem	6.9%	14.8%	13.9%	12.1%	33.3%	15.8%	25.0%	14.0%
Minor problem	31.0%	24.1%	25.0%	24.2%	11.1%	31.6%	25.0%	24.0%
Not a problem	48.3%	53.7%	45.8%	57.6%	33.3%	42.1%	50.0%	53.7%

Q21-10. Speeding on neighborhood streets

Major problem	22.6%	17.3%	29.5%	11.1%	55.6%	15.0%	0.0%	18.4%
Moderate problem	38.7%	26.4%	17.9%	25.0%	0.0%	20.0%	75.0%	25.5%
Minor problem	19.4%	32.1%	37.2%	33.3%	22.2%	45.0%	0.0%	31.9%
Not a problem	19.4%	24.2%	15.4%	30.6%	22.2%	20.0%	25.0%	24.2%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q21-11. Lack of affordable housing</u>								
Major problem	11.1%	12.3%	21.4%	18.8%	28.6%	27.8%	0.0%	13.7%
Moderate problem	11.1%	17.0%	25.7%	6.3%	42.9%	22.2%	0.0%	18.3%
Minor problem	29.6%	22.3%	14.3%	18.8%	28.6%	16.7%	66.7%	20.8%
Not a problem	48.1%	48.5%	38.6%	56.3%	0.0%	33.3%	33.3%	47.2%

Q21-12. Tension between racial/ethnic groups

Major problem	3.6%	6.9%	13.0%	5.9%	22.2%	5.3%	0.0%	7.3%
Moderate problem	10.7%	13.0%	10.1%	2.9%	22.2%	26.3%	0.0%	12.6%
Minor problem	25.0%	19.0%	27.5%	23.5%	11.1%	21.1%	0.0%	19.8%
Not a problem	60.7%	61.1%	49.3%	67.6%	44.4%	47.4%	100.0%	60.2%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-13. Lack of good places to shop for food or other items

Major problem	3.1%	3.0%	5.2%	5.6%	44.4%	10.0%	0.0%	3.3%
Moderate problem	12.5%	6.3%	9.1%	8.3%	0.0%	10.0%	0.0%	7.0%
Minor problem	12.5%	13.0%	16.9%	16.7%	0.0%	10.0%	0.0%	13.2%
Not a problem	71.9%	77.7%	68.8%	69.4%	55.6%	70.0%	100.0%	76.5%

Q21-14. Roaming/loose animals

Major problem	6.7%	2.2%	6.8%	5.7%	44.4%	5.0%	0.0%	2.7%
Moderate problem	0.0%	6.4%	5.5%	8.6%	11.1%	5.0%	25.0%	6.5%
Minor problem	23.3%	20.2%	17.8%	14.3%	0.0%	30.0%	50.0%	19.9%
Not a problem	70.0%	71.1%	69.9%	71.4%	44.4%	60.0%	25.0%	70.9%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-15. Flooding

Major problem	3.2%	2.0%	1.4%	0.0%	14.3%	5.3%	0.0%	1.9%
Moderate problem	0.0%	4.2%	8.5%	2.9%	0.0%	0.0%	0.0%	4.4%
Minor problem	12.9%	13.3%	11.3%	8.6%	14.3%	21.1%	50.0%	13.8%
Not a problem	83.9%	80.5%	78.9%	88.6%	71.4%	73.7%	50.0%	79.9%

Q21-16. Overgrown lots

Major problem	3.2%	0.8%	1.4%	2.9%	25.0%	0.0%	0.0%	1.0%
Moderate problem	3.2%	5.6%	6.8%	2.9%	12.5%	0.0%	0.0%	5.5%
Minor problem	6.5%	17.0%	24.3%	11.8%	0.0%	47.4%	0.0%	17.9%
Not a problem	87.1%	76.6%	67.6%	82.4%	62.5%	52.6%	100.0%	75.6%

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q21-17. Graffiti

Major problem	3.2%	0.6%	2.7%	3.0%	14.3%	0.0%	0.0%	0.9%
Moderate problem	6.5%	2.1%	5.5%	0.0%	14.3%	5.3%	0.0%	2.7%
Minor problem	9.7%	14.2%	13.7%	3.0%	14.3%	26.3%	0.0%	13.9%
Not a problem	80.6%	83.1%	78.1%	93.9%	57.1%	68.4%	100.0%	82.6%

Q21-18. Abandoned cars or vehicles

Major problem	0.0%	0.6%	2.7%	0.0%	12.5%	0.0%	0.0%	1.0%
Moderate problem	3.3%	2.2%	6.8%	3.0%	12.5%	0.0%	0.0%	2.6%
Minor problem	13.3%	14.6%	13.7%	9.1%	0.0%	36.8%	25.0%	14.9%
Not a problem	83.3%	82.6%	76.7%	87.9%	75.0%	63.2%	75.0%	81.5%

Q22. Which ONE of the following best describes your relationship with your neighbors? (without "not provided")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q22. What is your relationship with your neighbors

I have a close relationship with many of my neighbors	15.2%	16.1%	14.8%	13.5%	0.0%	15.0%	25.0%	15.6%
I have a close relationship with a few of my neighbors	24.2%	29.7%	25.9%	32.4%	22.2%	30.0%	25.0%	29.0%
I know several of my neighbors but I am not very close with any of them	33.3%	27.5%	32.1%	24.3%	33.3%	20.0%	25.0%	28.2%
I know a few people in my neighborhood but I am not very close with any of them	24.2%	23.0%	16.0%	27.0%	33.3%	25.0%	25.0%	22.3%
I don't know anyone in my neighborhood	3.0%	3.8%	11.1%	2.7%	11.1%	10.0%	0.0%	4.9%

Q23. Which ONE of the following best describes how people in your neighborhood interact with one another? (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q23. How do people in your neighborhood interact with one other

They often help one another & have many social activities together	16.1%	17.1%	13.3%	14.3%	0.0%	0.0%	0.0%	16.2%
They often help one another but do not have many social activities together	32.3%	24.2%	20.0%	25.7%	11.1%	27.8%	50.0%	23.7%
They occasionally help one another but generally keep to themselves	38.7%	41.9%	45.3%	40.0%	33.3%	38.9%	25.0%	42.3%
They almost always keep to themselves	12.9%	16.8%	21.3%	20.0%	55.6%	33.3%	25.0%	17.8%

Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q24-1. Condition of housing

Very satisfied	38.7%	29.3%	22.5%	27.0%	11.1%	20.0%	25.0%	28.5%
Satisfied	51.6%	52.2%	57.5%	51.4%	66.7%	55.0%	50.0%	52.6%
Neutral	6.5%	11.7%	15.0%	16.2%	22.2%	10.0%	25.0%	12.5%
Dissatisfied	3.2%	5.3%	1.3%	5.4%	0.0%	10.0%	0.0%	4.9%
Very dissatisfied	0.0%	1.5%	3.8%	0.0%	0.0%	5.0%	0.0%	1.4%

Q24-2. Condition of streets (smoothness, absence of cracks/potholes)

Very satisfied	9.1%	13.6%	10.1%	18.9%	11.1%	10.0%	0.0%	12.9%
Satisfied	45.5%	41.3%	44.3%	35.1%	11.1%	35.0%	0.0%	40.5%
Neutral	30.3%	18.5%	20.3%	24.3%	11.1%	25.0%	75.0%	20.1%
Dissatisfied	9.1%	21.7%	17.7%	16.2%	33.3%	25.0%	25.0%	20.9%
Very dissatisfied	6.1%	5.0%	7.6%	5.4%	33.3%	5.0%	0.0%	5.5%

Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q24-3. Availability of sidewalks

Very satisfied	21.2%	21.4%	21.8%	24.3%	22.2%	10.0%	0.0%	20.9%
Satisfied	42.4%	40.4%	42.3%	29.7%	33.3%	25.0%	50.0%	39.9%
Neutral	9.1%	16.3%	15.4%	18.9%	11.1%	25.0%	25.0%	16.7%
Dissatisfied	21.2%	15.1%	14.1%	24.3%	22.2%	25.0%	0.0%	15.4%
Very dissatisfied	6.1%	6.8%	6.4%	2.7%	11.1%	15.0%	25.0%	7.0%

Q24-4. Neighborhood parks

Very satisfied	24.2%	24.8%	26.9%	25.7%	44.4%	15.0%	0.0%	24.6%
Satisfied	51.5%	46.2%	41.0%	42.9%	33.3%	30.0%	50.0%	45.9%
Neutral	18.2%	19.7%	21.8%	25.7%	22.2%	35.0%	25.0%	19.7%
Dissatisfied	0.0%	7.7%	6.4%	2.9%	0.0%	15.0%	0.0%	7.5%
Very dissatisfied	6.1%	1.7%	3.8%	2.9%	0.0%	5.0%	25.0%	2.2%

Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q24-5. Overall appearance of your neighborhood

Very satisfied	24.2%	28.3%	22.2%	27.0%	11.1%	20.0%	25.0%	27.2%
Satisfied	63.6%	53.1%	53.1%	43.2%	44.4%	50.0%	75.0%	53.2%
Neutral	6.1%	11.8%	18.5%	21.6%	11.1%	10.0%	0.0%	12.8%
Dissatisfied	6.1%	5.3%	4.9%	8.1%	22.2%	15.0%	0.0%	5.3%
Very dissatisfied	0.0%	1.5%	1.2%	0.0%	11.1%	5.0%	0.0%	1.6%

Q24-6. Overall quality of City services in your neighborhood

Very satisfied	18.8%	18.0%	16.9%	22.9%	22.2%	10.5%	0.0%	17.9%
Satisfied	59.4%	53.9%	45.5%	45.7%	33.3%	52.6%	75.0%	53.1%
Neutral	18.8%	19.3%	28.6%	20.0%	22.2%	15.8%	25.0%	20.0%
Dissatisfied	0.0%	7.6%	5.2%	8.6%	11.1%	10.5%	0.0%	7.0%
Very dissatisfied	3.1%	1.2%	3.9%	2.9%	11.1%	10.5%	0.0%	2.0%

Q25. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Hispanic							

Q25. Have you contacted City with a question, problem, or complaint during past year

Yes	27.3%	48.5%	45.1%	32.4%	44.4%	25.0%	50.0%	46.6%
No	72.7%	51.5%	54.9%	67.6%	55.6%	75.0%	50.0%	53.4%

Q25a. (If YES to Question 25) How did you contact the City most recently? (without "not provided")

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
Hispanic							

Q25a. How did you contact City most recently

Phone	44.4%	65.5%	48.6%	66.7%	100.0%	60.0%	50.0%	63.5%
Website	33.3%	19.3%	27.0%	16.7%	0.0%	40.0%	0.0%	20.6%
Walk-in	0.0%	8.0%	18.9%	16.7%	0.0%	0.0%	0.0%	9.1%
Through City Council member or Mayor	22.2%	7.1%	5.4%	0.0%	0.0%	0.0%	50.0%	6.9%

Q25b. (If YES to Question 25) For which service did you contact the City most recently? (without "not provided")

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q25b. For which service did you contact City

Police	0.0%	13.4%	11.4%	25.0%	25.0%	20.0%	50.0%	13.2%
Fire	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Water	11.1%	5.6%	11.4%	0.0%	0.0%	0.0%	0.0%	6.1%
Sewer	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
Stormwater	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
Parks & Recreation	11.1%	2.7%	0.0%	0.0%	25.0%	20.0%	0.0%	2.8%
Code Enforcement	22.2%	10.7%	17.1%	0.0%	25.0%	20.0%	0.0%	11.2%
Public Health	11.1%	0.9%	5.7%	0.0%	0.0%	0.0%	0.0%	1.5%
Streets	0.0%	8.9%	11.4%	25.0%	0.0%	0.0%	0.0%	9.4%
Sidewalks	0.0%	1.8%	0.0%	8.3%	0.0%	0.0%	0.0%	1.5%
Electric Service	0.0%	13.6%	17.1%	8.3%	0.0%	0.0%	50.0%	13.7%
Public Transportation	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
Planning & Zoning	11.1%	2.7%	2.9%	0.0%	25.0%	20.0%	0.0%	3.3%
Monthly Utility Billing	0.0%	9.8%	8.6%	8.3%	0.0%	0.0%	0.0%	9.4%

Q25b. (If YES to Question 25) For which service did you contact the City most recently? (without "not provided") (cont.)

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q25b. For which service did you contact City (cont.)

Solid Waste (trash, recycling, yard waste)	22.2%	14.5%	8.6%	8.3%	0.0%	0.0%	0.0%	13.5%
Human Resources	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Airport	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Energy Efficiency	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Other	11.1%	8.3%	5.7%	16.7%	0.0%	20.0%	0.0%	8.1%

Q25c. (If YES to Question 25) Why did you contact the City about this service?

N=396

Q42. Your
race/
ethnicityQ42. 2ndQ42. 3rdQ42. 4thQ42. 5thQ42. 6thQ42. 7thTotalHispanicWhite/
CaucasianAfrican
American/
BlackAsian/
Pacific
IslanderNative
American/
EskimoMixed raceOther**Q25c. Why did you contact City about this service**

Request service	11.1%	18.0%	16.2%	8.3%	25.0%	40.0%	0.0%	17.9%
Get information	33.3%	24.6%	13.5%	16.7%	50.0%	0.0%	0.0%	23.2%
Report a problem	22.2%	46.2%	43.2%	66.7%	50.0%	80.0%	50.0%	46.0%
Discuss a billing problem	11.1%	12.7%	18.9%	8.3%	25.0%	0.0%	50.0%	13.6%
Request emergency assistance	0.0%	2.4%	5.4%	0.0%	0.0%	0.0%	0.0%	2.5%
Request non-emergency assistance	0.0%	8.0%	5.4%	8.3%	25.0%	20.0%	0.0%	8.1%
Comply with City requirements	11.1%	5.3%	0.0%	8.3%	0.0%	0.0%	0.0%	5.1%
Other	33.3%	7.7%	13.5%	25.0%	0.0%	0.0%	0.0%	8.8%

Q25d. (If YES to Question 25) Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q25d-1. Hours City employees were available met my needs

Strongly agree	44.4%	22.9%	18.8%	20.0%	25.0%	40.0%	50.0%	23.2%
Agree	22.2%	59.5%	56.3%	70.0%	50.0%	40.0%	50.0%	57.8%
Neutral	22.2%	10.7%	18.8%	10.0%	0.0%	0.0%	0.0%	11.6%
Disagree	0.0%	5.8%	3.1%	0.0%	25.0%	20.0%	0.0%	5.8%
Strongly disagree	11.1%	1.2%	3.1%	0.0%	0.0%	0.0%	0.0%	1.6%

Q25d-2. I knew who to contact for my needs

Strongly agree	22.2%	16.7%	24.2%	9.1%	50.0%	40.0%	50.0%	18.0%
Agree	44.4%	54.8%	45.5%	63.6%	25.0%	20.0%	50.0%	53.0%
Neutral	11.1%	12.5%	18.2%	18.2%	25.0%	20.0%	0.0%	13.4%
Disagree	22.2%	14.0%	9.1%	9.1%	0.0%	20.0%	0.0%	13.6%
Strongly disagree	0.0%	2.1%	3.0%	0.0%	0.0%	0.0%	0.0%	2.1%

Q25d. (If YES to Question 25) Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q25d-3. It was easy to reach the right person at City

Strongly agree	12.5%	16.2%	18.8%	10.0%	25.0%	40.0%	50.0%	16.9%
Agree	50.0%	48.9%	56.3%	70.0%	25.0%	20.0%	0.0%	49.2%
Neutral	12.5%	15.9%	12.5%	10.0%	25.0%	0.0%	0.0%	15.4%
Disagree	25.0%	12.6%	9.4%	10.0%	0.0%	40.0%	50.0%	12.5%
Strongly disagree	0.0%	6.3%	3.1%	0.0%	25.0%	0.0%	0.0%	6.0%

Q25d-4. City employees who helped me were courteous & polite

Strongly agree	62.5%	33.5%	29.0%	25.0%	25.0%	75.0%	50.0%	33.2%
Agree	12.5%	49.7%	45.2%	66.7%	25.0%	0.0%	0.0%	48.8%
Neutral	12.5%	11.8%	16.1%	8.3%	0.0%	25.0%	50.0%	12.3%
Disagree	12.5%	3.4%	0.0%	0.0%	25.0%	0.0%	0.0%	3.2%
Strongly disagree	0.0%	1.6%	9.7%	0.0%	25.0%	0.0%	0.0%	2.4%

Q25d. (If YES to Question 25) Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q25d-5. City employees did what they said they would do in a timely manner

Strongly agree	62.5%	29.6%	32.3%	25.0%	75.0%	60.0%	50.0%	30.3%
Agree	12.5%	42.5%	22.6%	50.0%	0.0%	20.0%	0.0%	40.0%
Neutral	12.5%	11.9%	22.6%	8.3%	0.0%	0.0%	0.0%	12.7%
Disagree	0.0%	9.7%	3.2%	16.7%	0.0%	20.0%	50.0%	9.5%
Strongly disagree	12.5%	6.3%	19.4%	0.0%	25.0%	0.0%	0.0%	7.6%

Q25d-6. City employees gave prompt, accurate & complete answers to your questions

Strongly agree	55.6%	27.1%	29.4%	25.0%	75.0%	50.0%	50.0%	27.7%
Agree	0.0%	44.2%	23.5%	41.7%	0.0%	25.0%	0.0%	41.1%
Neutral	11.1%	12.8%	17.6%	16.7%	0.0%	0.0%	50.0%	13.4%
Disagree	11.1%	8.5%	8.8%	16.7%	0.0%	25.0%	0.0%	9.2%
Strongly disagree	22.2%	7.3%	20.6%	0.0%	25.0%	0.0%	0.0%	8.6%

Q25d. (If YES to Question 25) Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")

N=396

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q25d-7. City employees were knowledgeable

Strongly agree	25.0%	26.3%	28.1%	25.0%	100.0%	50.0%	50.0%	27.0%
Agree	37.5%	49.8%	34.4%	66.7%	0.0%	25.0%	50.0%	48.0%
Neutral	12.5%	13.5%	15.6%	0.0%	0.0%	0.0%	0.0%	13.2%
Disagree	25.0%	7.2%	6.3%	8.3%	0.0%	25.0%	0.0%	7.8%
Strongly disagree	0.0%	3.1%	15.6%	0.0%	0.0%	0.0%	0.0%	4.0%

Q25d-8. Overall, I was satisfied with quality of customer service provided by City

Strongly agree	44.4%	27.1%	26.5%	16.7%	25.0%	40.0%	50.0%	27.4%
Agree	22.2%	41.9%	29.4%	66.7%	25.0%	40.0%	0.0%	40.6%
Neutral	11.1%	14.8%	14.7%	8.3%	25.0%	20.0%	0.0%	14.7%
Disagree	11.1%	9.0%	8.8%	8.3%	0.0%	0.0%	0.0%	9.0%
Strongly disagree	11.1%	7.2%	20.6%	0.0%	25.0%	0.0%	50.0%	8.3%

Q26. Overall, how do you rate the service provided by the City's Utility Billing Office? (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q26. How do you rate service provided by City's Utility Billing Office overall

Excellent	24.0%	19.3%	15.2%	17.9%	22.2%	27.8%	75.0%	19.6%
Good	48.0%	44.7%	36.4%	39.3%	22.2%	27.8%	0.0%	43.2%
Average	24.0%	25.8%	22.7%	35.7%	33.3%	22.2%	25.0%	26.3%
Poor	4.0%	5.1%	16.7%	3.6%	11.1%	16.7%	0.0%	5.5%
Very poor	0.0%	5.1%	9.1%	3.6%	11.1%	5.6%	0.0%	5.4%

Q27. How would you like to receive information about City issues, services and events?

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q27. How would you like to receive information about City issues, services & events

City newsletter that comes with utility bill	72.7%	66.0%	65.9%	56.8%	55.6%	50.0%	75.0%	65.8%
Local newspaper	36.4%	40.0%	37.8%	29.7%	33.3%	25.0%	75.0%	39.1%
Television news	39.4%	48.5%	50.0%	35.1%	77.8%	35.0%	50.0%	47.5%
City cable channel	12.1%	8.0%	8.5%	13.5%	22.2%	10.0%	25.0%	7.9%
City website	51.5%	42.0%	29.3%	40.5%	33.3%	40.0%	50.0%	40.9%
Radio	30.3%	30.7%	29.3%	24.3%	66.7%	15.0%	25.0%	29.9%
Friends/neighbors	12.1%	10.0%	8.5%	21.6%	22.2%	5.0%	0.0%	10.1%
Neighborhood/Homeowners associations	9.1%	16.1%	15.9%	18.9%	22.2%	10.0%	0.0%	15.8%
Facebook	27.3%	28.4%	20.7%	27.0%	22.2%	25.0%	0.0%	26.9%
Twitter	3.0%	10.0%	6.1%	10.8%	0.0%	0.0%	0.0%	9.4%
Youtube	3.0%	2.7%	2.4%	5.4%	0.0%	0.0%	0.0%	2.8%
Pinterest	0.0%	0.6%	0.0%	2.7%	0.0%	0.0%	0.0%	0.6%
Google+	3.0%	1.9%	2.4%	8.1%	0.0%	0.0%	0.0%	2.2%
Other	6.1%	6.7%	3.7%	13.5%	22.2%	10.0%	0.0%	6.6%

Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

	Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
	Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	
<u>Q28-1. City government is a trusted source of information about programs & services</u>								
Strongly agree	7.1%	14.1%	6.9%	16.7%	0.0%	5.9%	0.0%	13.1%
Agree	64.3%	52.0%	48.6%	52.8%	66.7%	47.1%	75.0%	51.8%
Neutral	25.0%	22.5%	22.2%	19.4%	0.0%	23.5%	25.0%	22.7%
Disagree	0.0%	7.5%	13.9%	0.0%	0.0%	5.9%	0.0%	7.7%
Strongly disagree	3.6%	3.9%	8.3%	11.1%	33.3%	17.6%	0.0%	4.6%

Q28-2. It is easy to get information I need from City government

Strongly agree	7.1%	8.8%	2.9%	9.7%	14.3%	13.3%	0.0%	8.4%
Agree	53.6%	41.9%	35.7%	38.7%	14.3%	40.0%	0.0%	41.5%
Neutral	35.7%	31.3%	41.4%	29.0%	42.9%	26.7%	66.7%	31.7%
Disagree	0.0%	14.2%	10.0%	6.5%	14.3%	20.0%	33.3%	13.7%
Strongly disagree	3.6%	3.8%	10.0%	16.1%	14.3%	0.0%	0.0%	4.8%

Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q28-3. Information is communicated clearly, accurately & in a form that meets my needs

Strongly agree	7.1%	8.9%	5.6%	12.1%	0.0%	12.5%	0.0%	9.0%
Agree	57.1%	41.5%	35.2%	42.4%	50.0%	43.8%	50.0%	41.0%
Neutral	32.1%	33.3%	38.0%	27.3%	16.7%	18.8%	50.0%	33.2%
Disagree	0.0%	11.4%	9.9%	6.1%	0.0%	12.5%	0.0%	11.1%
Strongly disagree	3.6%	4.9%	11.3%	12.1%	33.3%	12.5%	0.0%	5.7%

Q28-4. City's cable television channel provides information that is useful to me

Strongly agree	5.9%	7.3%	10.6%	11.8%	0.0%	8.3%	0.0%	8.1%
Agree	52.9%	23.0%	19.1%	29.4%	50.0%	41.7%	50.0%	23.9%
Neutral	41.2%	40.6%	19.1%	29.4%	0.0%	25.0%	0.0%	37.0%
Disagree	0.0%	16.3%	21.3%	17.6%	25.0%	16.7%	50.0%	16.1%
Strongly disagree	0.0%	12.8%	29.8%	11.8%	25.0%	8.3%	0.0%	14.9%

Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q28-5. City's website provides information that is useful to me

Strongly agree	11.1%	14.5%	16.7%	15.4%	20.0%	22.2%	0.0%	15.1%
Agree	63.0%	52.2%	37.9%	46.2%	20.0%	55.6%	100.0%	50.6%
Neutral	22.2%	24.9%	30.3%	26.9%	0.0%	16.7%	0.0%	25.5%
Disagree	0.0%	6.3%	12.1%	7.7%	40.0%	5.6%	0.0%	6.7%
Strongly disagree	3.7%	2.0%	3.0%	3.8%	20.0%	0.0%	0.0%	2.1%

Q28-6. City newsletter provides information that is useful to me

Strongly agree	16.0%	13.3%	12.3%	12.5%	28.6%	7.1%	0.0%	13.3%
Agree	44.0%	45.8%	44.6%	43.8%	42.9%	35.7%	66.7%	45.5%
Neutral	40.0%	27.9%	29.2%	31.3%	14.3%	35.7%	33.3%	28.4%
Disagree	0.0%	8.9%	9.2%	9.4%	0.0%	14.3%	0.0%	8.8%
Strongly disagree	0.0%	4.0%	4.6%	3.1%	14.3%	7.1%	0.0%	4.1%

Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q28-7. City's use of social media provides information that is useful to me

Strongly agree	8.7%	10.2%	7.8%	5.0%	0.0%	16.7%	0.0%	10.2%
Agree	21.7%	30.1%	33.3%	30.0%	25.0%	41.7%	0.0%	30.1%
Neutral	56.5%	41.3%	27.5%	35.0%	25.0%	33.3%	0.0%	39.3%
Disagree	13.0%	11.4%	19.6%	20.0%	25.0%	0.0%	0.0%	12.6%
Strongly disagree	0.0%	7.0%	11.8%	10.0%	25.0%	8.3%	0.0%	7.8%

Q28-8. There are enough mobile apps to provide City information I need or conduct business with City

Strongly agree	13.3%	7.6%	16.7%	12.5%	0.0%	7.7%	0.0%	9.2%
Agree	20.0%	28.8%	28.6%	25.0%	0.0%	46.2%	0.0%	28.9%
Neutral	60.0%	50.0%	40.5%	37.5%	0.0%	30.8%	0.0%	47.5%
Disagree	6.7%	8.5%	11.9%	6.3%	50.0%	15.4%	0.0%	8.7%
Strongly disagree	0.0%	5.1%	2.4%	18.8%	50.0%	0.0%	0.0%	5.6%

Q29. UTILITIES. Please indicate if your household uses the following services provided by the City of Columbia.

N=850

Q42. Your
race/
ethnicity

Q42. 2nd

Q42. 3rd

Q42. 4th

Q42. 5th

Q42. 6th

Q42. 7th

Total

Hispanic

White/
CaucasianAfrican
American/
BlackAsian/
Pacific
IslanderNative
American/
Eskimo

Mixed race

Other

Q29-1. Residential trash collection service

Yes	93.9%	93.7%	93.9%	100.0%	100.0%	90.0%	75.0%	93.6%
No	6.1%	6.3%	6.1%	0.0%	0.0%	10.0%	25.0%	6.4%

Q29-2. Curbside recycling (blue bags)

Yes	78.8%	80.9%	79.3%	83.8%	77.8%	70.0%	75.0%	80.5%
No	21.2%	19.1%	20.7%	16.2%	22.2%	30.0%	25.0%	19.5%

Q29-3. Drop-off recycling

Yes	48.5%	41.8%	43.9%	48.6%	22.2%	35.0%	75.0%	42.0%
No	51.5%	58.2%	56.1%	51.4%	77.8%	65.0%	25.0%	58.0%

Q29. UTILITIES. Please indicate if your household uses the following services provided by the City of Columbia.

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q29-4. City electric service

Yes	75.8%	81.5%	86.6%	86.5%	100.0%	80.0%	100.0%	81.9%
No	24.2%	18.5%	13.4%	13.5%	0.0%	20.0%	0.0%	18.1%

Q29-5. City water service

Yes	87.9%	90.8%	91.5%	100.0%	77.8%	90.0%	100.0%	90.9%
No	12.1%	9.2%	8.5%	0.0%	22.2%	10.0%	0.0%	9.1%

Q29-6. City sewer service

Yes	87.9%	93.5%	90.2%	97.3%	77.8%	90.0%	100.0%	93.1%
No	12.1%	6.5%	9.8%	2.7%	22.2%	10.0%	0.0%	6.9%

Q29. If you answered "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=827

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q29-1. Residential trash collection service

Very satisfied	53.3%	47.3%	51.4%	40.5%	66.7%	55.6%	100.0%	47.8%
Satisfied	36.7%	40.5%	40.5%	45.9%	22.2%	27.8%	0.0%	40.4%
Neutral	10.0%	5.3%	5.4%	2.7%	11.1%	5.6%	0.0%	5.4%
Dissatisfied	0.0%	5.3%	2.7%	5.4%	0.0%	5.6%	0.0%	4.6%
Very dissatisfied	0.0%	1.7%	0.0%	5.4%	0.0%	5.6%	0.0%	1.8%

Q29-2. Curbside recycling (blue bags)

Very satisfied	64.0%	53.5%	52.4%	41.9%	57.1%	57.1%	100.0%	53.1%
Satisfied	32.0%	35.7%	38.1%	35.5%	28.6%	28.6%	0.0%	35.7%
Neutral	0.0%	4.3%	4.8%	6.5%	14.3%	7.1%	0.0%	4.8%
Dissatisfied	0.0%	4.7%	1.6%	12.9%	0.0%	7.1%	0.0%	4.3%
Very dissatisfied	4.0%	1.8%	3.2%	3.2%	0.0%	0.0%	0.0%	2.1%

Q29. If you answered "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=827

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q29-3. Drop-off recycling

Very satisfied	38.5%	44.4%	37.1%	44.4%	50.0%	57.1%	33.3%	44.1%
Satisfied	61.5%	44.4%	40.0%	44.4%	50.0%	14.3%	0.0%	43.5%
Neutral	0.0%	7.4%	14.3%	5.6%	0.0%	28.6%	33.3%	7.8%
Dissatisfied	0.0%	3.2%	5.7%	5.6%	0.0%	0.0%	0.0%	3.5%
Very dissatisfied	0.0%	0.7%	2.9%	0.0%	0.0%	0.0%	33.3%	1.2%

Q29-4. City electric service

Very satisfied	45.8%	41.1%	41.2%	37.5%	66.7%	37.5%	75.0%	41.1%
Satisfied	45.8%	44.0%	39.7%	46.9%	11.1%	50.0%	25.0%	43.9%
Neutral	8.3%	9.7%	8.8%	15.6%	22.2%	6.3%	0.0%	10.0%
Dissatisfied	0.0%	3.8%	7.4%	0.0%	0.0%	6.3%	0.0%	3.5%
Very dissatisfied	0.0%	1.4%	2.9%	0.0%	0.0%	0.0%	0.0%	1.5%

Q29. If you answered "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=827

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q29-5. City water service

Very satisfied	46.4%	43.7%	39.4%	32.4%	57.1%	33.3%	50.0%	42.9%
Satisfied	42.9%	40.8%	35.2%	45.9%	28.6%	44.4%	50.0%	40.5%
Neutral	10.7%	9.6%	12.7%	16.2%	14.3%	11.1%	0.0%	10.4%
Dissatisfied	0.0%	3.2%	8.5%	2.7%	0.0%	11.1%	0.0%	3.4%
Very dissatisfied	0.0%	2.7%	4.2%	2.7%	0.0%	0.0%	0.0%	2.8%

Q29-6. City sewer service

Very satisfied	51.9%	43.3%	47.1%	36.1%	57.1%	33.3%	50.0%	43.3%
Satisfied	33.3%	42.1%	35.7%	41.7%	14.3%	44.4%	50.0%	41.3%
Neutral	14.8%	10.3%	11.4%	19.4%	28.6%	16.7%	0.0%	11.1%
Dissatisfied	0.0%	2.7%	2.9%	0.0%	0.0%	5.6%	0.0%	2.6%
Very dissatisfied	0.0%	1.6%	2.9%	2.8%	0.0%	0.0%	0.0%	1.7%

Q30. Please indicate if you have done any of the following during the past year in the City of Columbia: (without "not provided")

N=850

Q42. Your
race/
ethnicity

Q42. 2nd

Q42. 3rd

Q42. 4th

Q42. 5th

Q42. 6th

Q42. 7th

Total

Hispanic

White/
CaucasianAfrican
American/
BlackAsian/
Pacific
IslanderNative
American/
Eskimo

Mixed race

Other

Q30-1. Used police services

Yes	37.5%	27.1%	30.0%	30.6%	44.4%	29.4%	50.0%	28.0%
No	62.5%	72.9%	70.0%	69.4%	55.6%	70.6%	50.0%	72.0%

Q30-2. Were a victim of any crime

Yes	15.6%	12.3%	10.0%	19.4%	44.4%	17.6%	75.0%	12.3%
No	84.4%	87.7%	90.0%	80.6%	55.6%	82.4%	25.0%	87.7%

Q30-3. Used fire or emergency medical services

Yes	15.6%	10.3%	11.4%	5.6%	44.4%	17.6%	0.0%	10.8%
No	84.4%	89.7%	88.6%	94.4%	55.6%	82.4%	100.0%	89.2%

Q30. Please indicate if you have done any of the following during the past year in the City of Columbia: (without "not provided")

N=850

Q42. Your
race/
ethnicityQ42. 2ndQ42. 3rdQ42. 4thQ42. 5thQ42. 6thQ42. 7thTotalHispanicWhite/
CaucasianAfrican
American/
BlackAsian/
Pacific
IslanderNative
American/
EskimoMixed raceOtherQ30-4. Visited a community recreation center

Yes	40.6%	53.1%	48.1%	41.7%	22.2%	35.3%	75.0%	51.6%
No	59.4%	46.9%	51.9%	58.3%	77.8%	64.7%	25.0%	48.4%

Q30-5. Visited a City park

Yes	81.3%	89.4%	82.7%	83.3%	88.9%	66.7%	100.0%	87.9%
No	18.8%	10.6%	17.3%	16.7%	11.1%	33.3%	0.0%	12.1%

Q30-6. Used public transportation/bus

Yes	12.5%	10.6%	15.2%	16.7%	11.1%	11.8%	0.0%	11.2%
No	87.5%	89.4%	84.8%	83.3%	88.9%	88.2%	100.0%	88.8%

Q30. Please indicate if you have done any of the following during the past year in the City of Columbia: (without "not provided")

N=850

Q42. Your
race/
ethnicity

Q42. 2nd

Q42. 3rd

Q42. 4th

Q42. 5th

Q42. 6th

Q42. 7th

Total

Hispanic

White/
CaucasianAfrican
American/
BlackAsian/
Pacific
IslanderNative
American/
Eskimo

Mixed race

Other

Q30-7. Attended or watched any City meetings

Yes	18.8%	27.6%	35.0%	16.7%	44.4%	41.2%	75.0%	28.2%
No	81.3%	72.4%	65.0%	83.3%	55.6%	58.8%	25.0%	71.8%

Q30-8. Have you used Columbia Airport

Yes	40.6%	41.9%	31.3%	55.6%	11.1%	35.3%	50.0%	41.6%
No	59.4%	58.1%	68.8%	44.4%	88.9%	64.7%	50.0%	58.4%

Q30-9. Used public health services provided by City

Yes	18.8%	17.0%	27.8%	16.7%	11.1%	11.8%	0.0%	18.0%
No	81.3%	83.0%	72.2%	83.3%	88.9%	88.2%	100.0%	82.0%

Q30. Please indicate if you have done any of the following during the past year in the City of Columbia: (without "not provided")

N=850

Q42. Your
race/
ethnicity

<u>Q42. 2nd</u>	<u>Q42. 3rd</u>	<u>Q42. 4th</u>	<u>Q42. 5th</u>	<u>Q42. 6th</u>	<u>Q42. 7th</u>	<u>Total</u>
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Hispanic

Q30-10. Applied for a building permit from City

Yes	0.0%	4.5%	6.3%	5.6%	11.1%	5.9%	0.0%	4.9%
No	100.0%	95.5%	93.7%	94.4%	88.9%	94.1%	100.0%	95.1%

Q31. How supportive are you of continuing to use funds to acquire land to preserve open space and protect the environment? (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q31. How supportive are you of continuing to use funds to acquire land to preserve open space & protect the environment

Very supportive	55.2%	47.4%	36.4%	44.1%	25.0%	42.1%	25.0%	46.5%
Somewhat supportive	17.2%	23.5%	15.6%	20.6%	37.5%	15.8%	25.0%	22.3%
Neutral	13.8%	10.7%	16.9%	17.6%	12.5%	21.1%	25.0%	12.0%
Not supportive	6.9%	7.4%	14.3%	5.9%	12.5%	10.5%	0.0%	7.9%
Not supportive at all	6.9%	10.9%	16.9%	11.8%	12.5%	10.5%	25.0%	11.3%

Q32. The City of Columbia currently has 169 police officers and 130 fire fighters. How likely would you be to support a new permanent property tax to fund 30 additional police officers and 15 additional fire fighters if the new tax cost the owner of a \$200,000 home approximately \$10 more month? (without "don't know")

N=850

Q42. Your race/ ethnicity	Q42. 2nd	Q42. 3rd	Q42. 4th	Q42. 5th	Q42. 6th	Q42. 7th	Total
Hispanic	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed race	Other	

Q32. How likely would you be to support a new permanent property tax to fund 30 additional police officers & 15 additional fire fighters

Very likely	36.7%	36.3%	30.8%	38.7%	50.0%	26.3%	25.0%	35.5%
Somewhat likely	20.0%	23.1%	15.4%	9.7%	12.5%	5.3%	25.0%	21.6%
Neutral	10.0%	7.3%	11.5%	12.9%	0.0%	15.8%	25.0%	8.4%
Not likely	13.3%	12.2%	19.2%	12.9%	12.5%	10.5%	0.0%	12.7%
Not at all likely	20.0%	21.1%	23.1%	25.8%	25.0%	42.1%	25.0%	21.8%